

**AYLESBURY VALE DISTRICT COUNCIL**

[www.aylesburyvaledc.gov.uk](http://www.aylesburyvaledc.gov.uk)

**OFFICIAL RESPONSE TO FREEDOM OF INFORMATION REQUEST**

This request was answered under the legislation indicated below:-

Statutory Deadline

- DP** ☐ Data Protection Act 1998 (£10 fee payable) +40 elapsed days after date of receipt\*
- FOI** ☒ Freedom of Information Act 2000 (usually free) +20 working days after date of receipt\*
- EIR** ☐ Environmental Information Regulations 2004 +20 working days after date of receipt\*
- ☐ EIR *exceptionally extended* +40 working days after date of receipt\*
- RPSI** ☐ Reuse of Public Sector Information Regulations +20 working days after date of receipt\*

**Date Received on** 16<sup>th</sup> Jun 2009

**Reply Due by** 14<sup>th</sup> Jul 2009



AYLESBURY VALE  
DISTRICT COUNCIL

**Request Reference**  
FOI 775

**Date Reply Sent**  
**23<sup>rd</sup> June 2009**

Question asked (as phrased by customer)

**From:** Richard Dilks [mailto:Richard.Dilks@which.co.uk]  
**Sent:** 16 June 2009 15:03  
**To:** Data\_Protection  
**Subject:** Freedom of Information request - Penalty Charge Notices

Dear Aylesbury Vale Council,

I am writing to make a request under the Freedom of Information Act 2000 for the following information:

1. Please specify the target or key performance indicator that exists for the number of Penalty Charge Notices issued by each civil parking enforcement officer (and overall) for the following financial years:

- (a) 2005-2006
- (b) 2006-2007
- (c) 2007-2008
- (d) 2008-2009

or the latest available if that is not 2008-2009.

If no target or relevant key performance indicator exists, please confirm this.

2. Please specify the incentives that exist for civil parking enforcement officers meeting or exceeding the target number of Penalty Charge Notices

3. Please specify the total sum received in Penalty Charge Notice payments during the following financial years:

- (a) 2005-2006
- (b) 2006-2007
- (c) 2007-2008
- (d) 2008-2009

or the latest available if that is not 2008-2009.

AVDC response

Dear Mr Dilks

Thank you for your recent Freedom of Information request.

For clarity I have copied your numbering system.

1. Aylesbury Vale District Council have no targets or key performance indicators for the number of Penalty Charge Notices issued..
2. As stated in answer 1, there are no targets. Our Civil enforcement Officers are paid a salary which is not performance related and they do not receive commission or any other incentive or bonus.
3. (a) 2005-2006 - £363,474  
 (b) 2006-2007 - £287,133  
 (c) 2007-2008 - £325,759  
 (d) 2008-2009 - £420,267
4. (a) 2005-2006 - £738,203  
 (b) 2006-2007 - £728,834  
 (c) 2007-2008 - £750,731

4. Please specify the total financial expenditure on parking services (including parking attendants, collection and administration of penalty charges, maintaining the meters) during the following financial years:

- (a) 2005-2006
- (b) 2006-2007
- (c) 2007-2008
- (d) 2008-2009

or the latest available if that is not 2008-2009.

5. Please specify the following information for the Penalty Charge Notices issued by your authority:

- (a) the full penalty charge sum
- (b) the discount rate sum that you charge
- (c) the terms of any appeal process for a penalty charge.
- (d) whether the discounted sum is frozen while any appeal is considered so that the discount sum can still be paid.

I would be grateful if you could confirm in writing that you have received this request. In the meantime I look forward to receiving your written response - whether by post or email - within the 20 working day time limit and ask that you contact me using the details at the base of this letter if you have any queries.

With kind regards,

Richard Dilks  
Researcher, Services Research Group  
Which? magazine  
2 Marylebone Road  
London NW1 4DF  
020 7770 7693

#### CONFIDENTIAL NOTICE

This communication contains information which is confidential and may also be privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient please note that any distribution, copying or use of this communication or the information in it is strictly prohibited. If you received this communication in error, please notify us by e-mail or by telephone (020 7770 7000) and then delete the e-mail and any copies of it. (v.9)

Which? is the business name of Which? Limited, registered in England and Wales No. 677665. Registered office: 2 Marylebone Road, London NW1 4DF.

(d) 2008-2009 - £816,624

5. (a) Higher rate penalty  
Standard Charge £70

Lower rate penalty  
Standard Charge £50

- (b) Higher rate penalty  
Discounted Charge £35

Lower rate penalty  
Discounted Charge £25

- (c) Please see flowchart attached  
file FOI 775 - Attachment

- (d) The discounted sum is frozen  
if appeal received within 14  
days of contravention

If you have any further requests please  
email [records@aylesburyvaledc.gov.uk](mailto:records@aylesburyvaledc.gov.uk)

Yours sincerely  
Sarah Walker  
On behalf of the Head of IT  
IT Division  
Aylesbury Vale District Council  
4 Great Western Street  
Aylesbury  
Bucks, HP20 2TW

## INFORMATIVES

1. The legislation gives a right of access to information contained within records which is not necessarily the same as access to records themselves. Sometimes this can be most efficiently achieved by providing copies of the original documents. On other occasions the raw documents could be difficult to interpret - due to the use of jargon, or because the information sought is only a small part of a much larger document covering also other matters beyond the scope of the request, or we may have reason to withhold some or all of the information under a statutory FOI exemption or EIR exception. This form offers a means of summarising and/or providing interpretation in these circumstances so as to reduce costs and improve clarity.
2. If you are dissatisfied with our response or wish to seek further explanation or make a comment please contact us again – see our publication scheme on website [www.aylesburyvaledc.gov.uk](http://www.aylesburyvaledc.gov.uk) or our Corporate Complaints leaflet “If we’ve got it right or wrong” for details of the procedure.
3. Please note that you do have a right to make a complaint direct to the Information Commissioner and details on how to do this are set out on the Information Commissioner’s website [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) under the heading “How to make a complaint”